



# Project Last Mile

## PLM South Africa: Drug Delivery and Pick up Points

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# Background



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2014

- Implemented in February
- 10 NHI districts of 52
- Started with ARVS and later extended to NCDs

2015-17

- Programme extended to 46 districts
- 2 million patients registered

2018

- New service Providers contracted for 3 years
- Transition of service providers in 5 provinces
- 1000 external PuPs were appointed

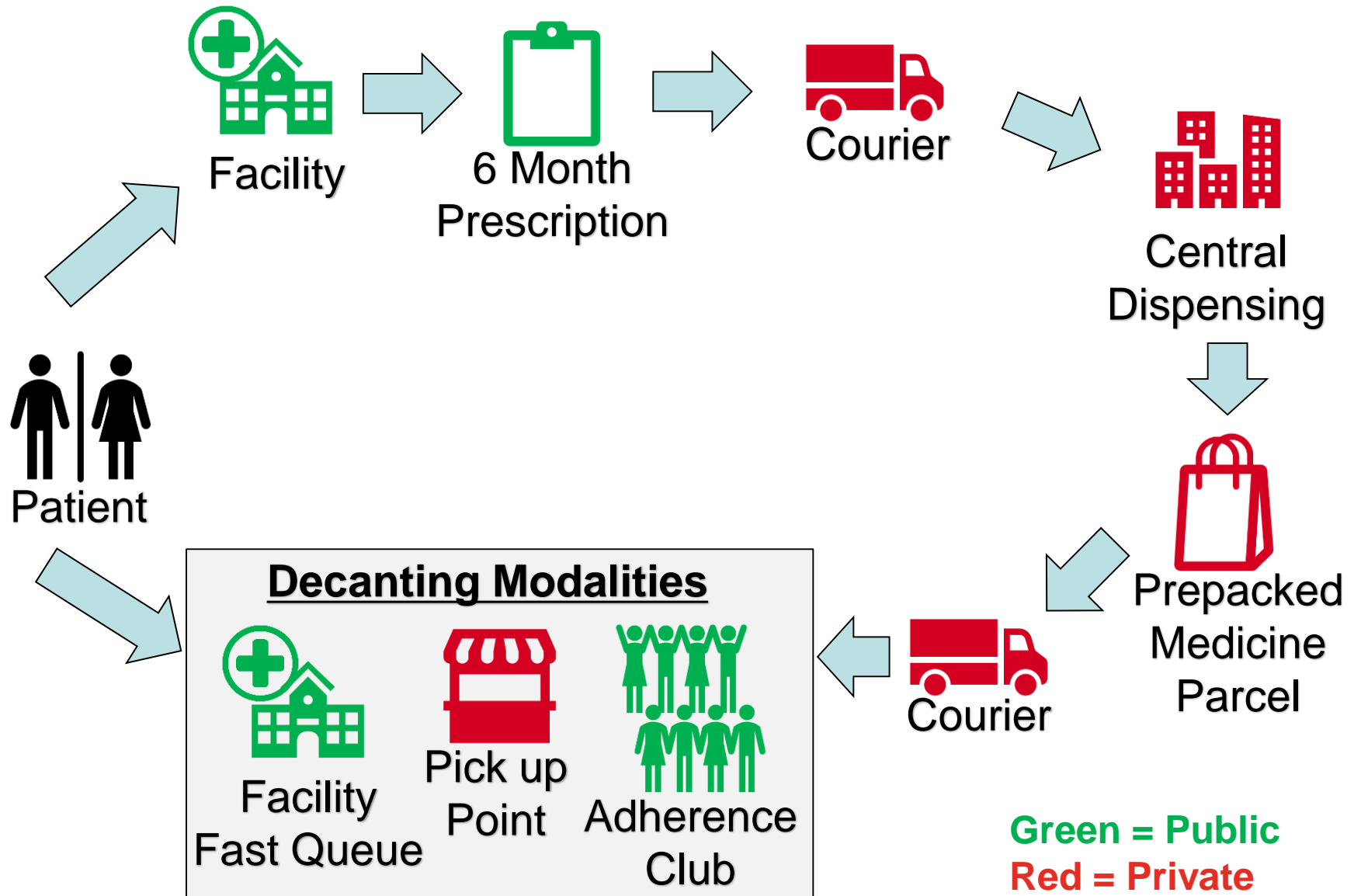
2019

- 2.5 million patients registered
- 1500 Pick up Points contracted
- 26 million medicine parcels delivered to date

# The DSD Model in South Africa - CCMDD



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# Pick up Points

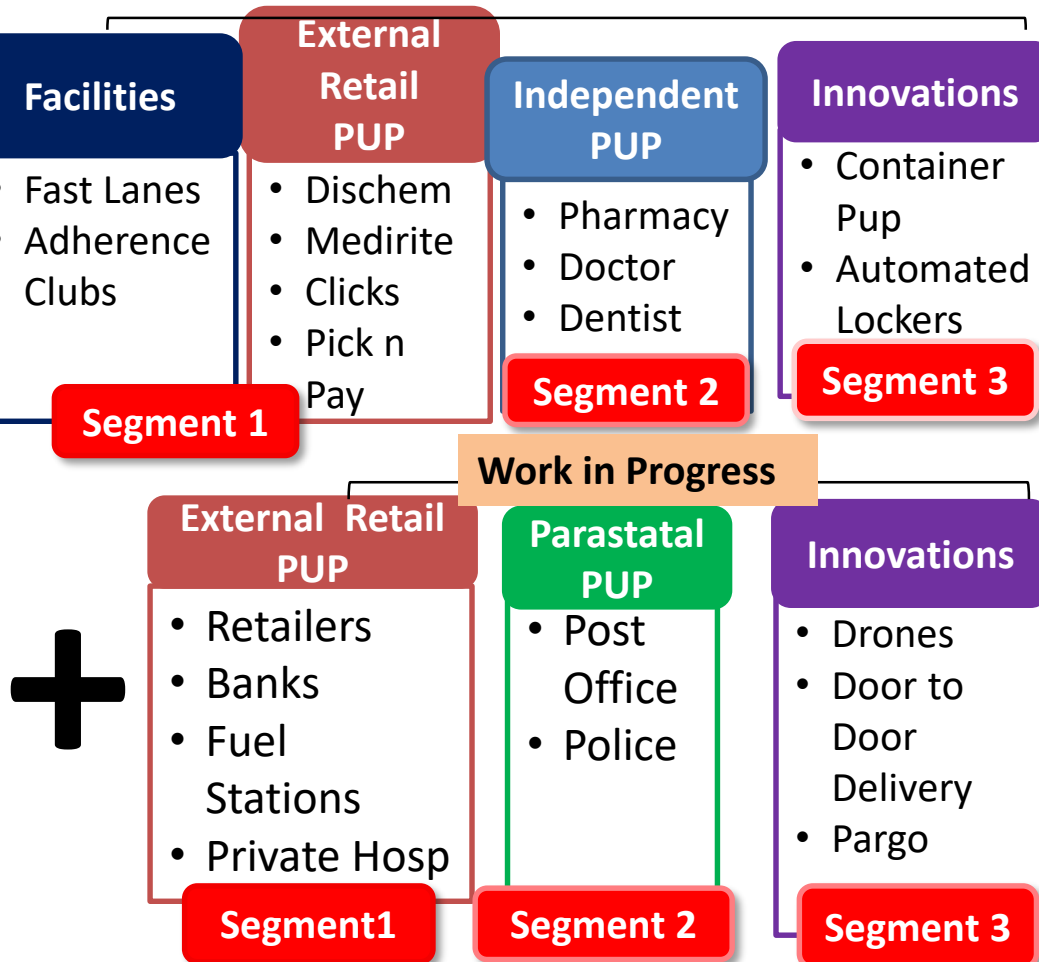


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## Segmentation of PuPs

## Current Possibilities

## Key Insights



- The segmentation process provides an approach for facilities to target the most suitable opportunities first i.e. Seg1, then Seg 2, and lastly Seg 3);
- The future includes all the possibilities of innovations, as well as a national contract with parastatals
- The expected **GROWTH** will only be achieved with partnerships with private sector



# Pick up Point - container



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# Pick up Point – smart locker

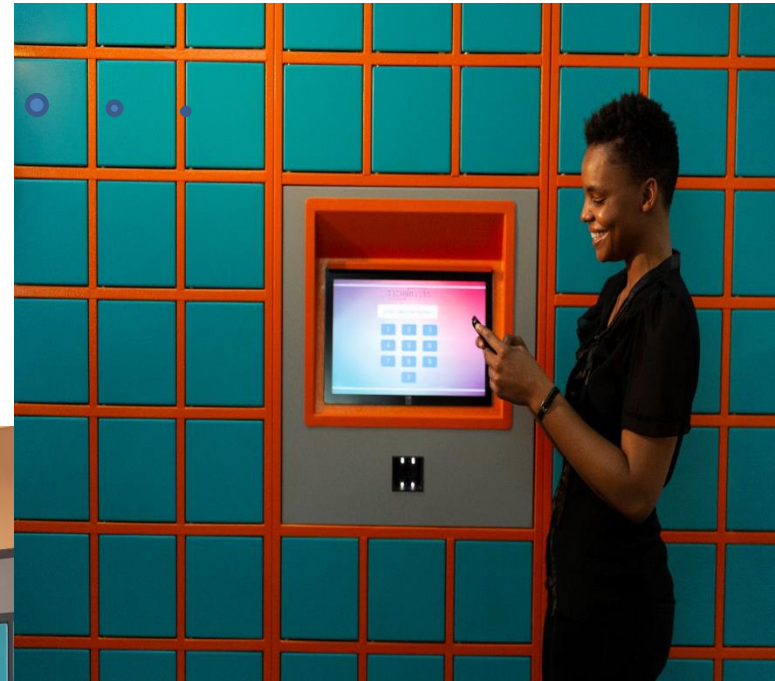


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Simple

Cell phone



Secure

24 hours

Temperature  
Controlled

# Benefits

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- Improved patient experience and access to treatment
- Patient Savings (travel cost, lost wages, substitute labour)
- Improved Adherence
- Additional patient capacity created for existing public health infrastructure
- Reduction in costs to treat patients
  - < R43 per patient per 2 month supply for Dispensing and Distribution services
  - < R10 per patient per 2 month supply for Pick up Point services



# Learnings

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- Well defined Contracts, SLAs and SOPs
- Mechanisms to monitor progress against contracts
- Program may start slow, but scales quickly
- Start developing electronic tools early
  - Patient and prescription management
  - Patient Medicine Parcel management
- Create a diverse foundation of pick up points
  - Segment geographically
  - Segment by ease of contracting
- Patient choice, patient centric
- Continuous private sector engagement



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THANK YOU

